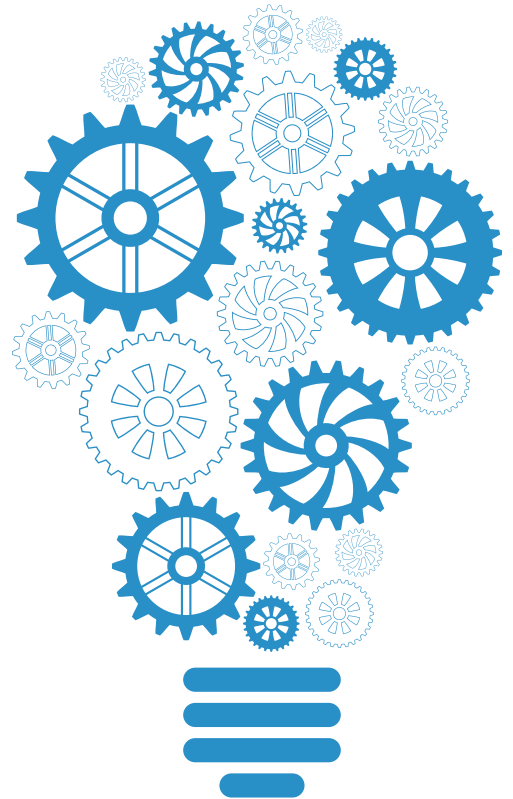
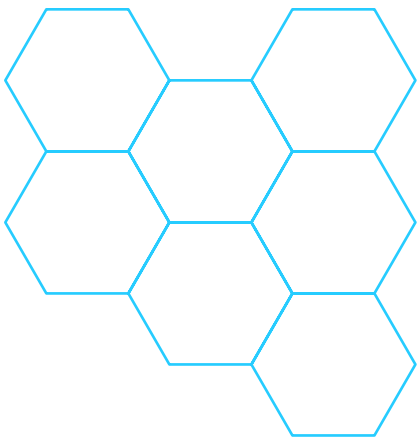


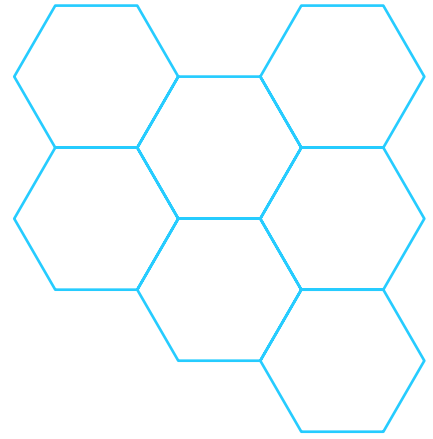
# Solutions Brief

## CrushBank Neuro Use Cases



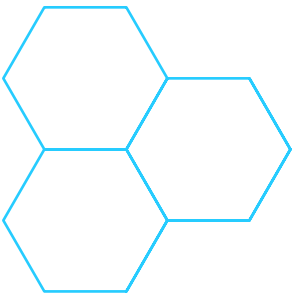
### Overview

CrushBank is an industry leader in AI with global production deployments. Neuro, its flagship product, empowers your business to access your organization's knowledge by creating a private data lake securely connected to your existing systems, enabling instant retrieval of actionable insights and answers with conversational AI built on your data.



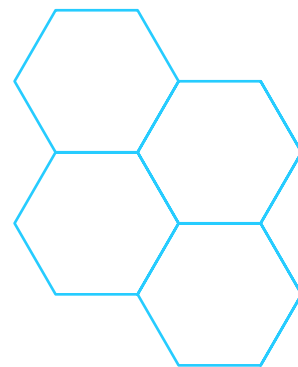
## Key Advantages of CrushBank

- **Unified Search Across Data Silos:** Seamlessly integrates with CRMs, HRIS, ITSM/PSAs, and other systems.
- **Tailored to Your Data:** Unlike generic AI, Neuro leverages your business-specific knowledge.
- **Secure Access:** Governance ensures only authorized users access relevant data.
- **Improved Efficiency:** Employees spend less time searching and more time solving problems.



# Outcomes with CrushBank Neuro

Investing in CrushBank Neuro goes beyond just improving efficiency—it delivers measurable returns in time, cost savings, satisfaction, and accuracy. Here's what you can expect:



## 1. Time Saved

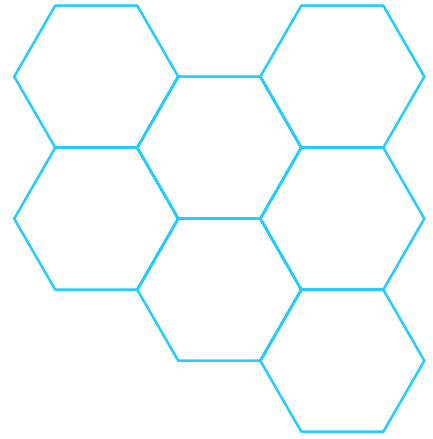
- **Reduction in Search Time:** Employees spend up to 19% of their workday searching for information (Source: McKinsey). CrushBank Neuro can cut this time in half, freeing up hours for higher-value tasks.
  - **Example:** A 100-employee company saves over 3,800 work hours annually by improving data retrieval efficiency.
  - **Example:** Companies get a 25% to 75% reduction in the work needed to migrate systems
- **Faster Onboarding:** Reduce onboarding time for new employees by 50% to 80% with streamlined access to training and resources.

## 2. Cost Savings

- **Elimination of Legacy System Costs:** Transition data from costly legacy systems into CrushBank Neuro's secure data lake, saving on maintenance and licensing fees.
  - **Example:** Companies save tens of thousands annually by shutting down old CRM or ERP systems.
- **Efficiency Gains:** Streamlined processes reduce the need for additional staff or overtime, cutting operational expenses by 15–25%.

## 3. Higher Client and Employee Satisfaction

- **Improved Employee Experience:** Employees spend less time frustrated by inaccessible data, leading to higher engagement and reduced turnover.
  - **Example:** Instead of bothering a co-worker, an employee solves a client problem themselves. Both are happier.
- **Enhanced Client Experience:** Faster response times and accurate information retrieval lead to better client interactions and higher retention rates.
  - **Example:** A Managed Services Provider (MSP) using CrushBank Neuro reduced client escalation rates by 40%.
- **Fewer Errors and Better Decision-Making**
- **Reduction in Errors:** Accessing accurate, up-to-date information minimizes errors caused by outdated or missing data.
  - **Example:** Finance departments experience fewer reporting inaccuracies when data is consolidated and searchable.
- **Informed Decisions:** Empower teams to make data-driven decisions by surfacing actionable insights from previously unsearchable data.

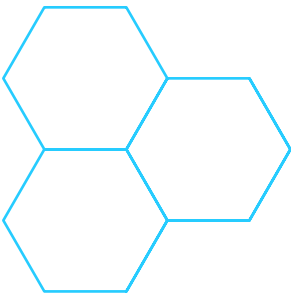


## Sample Impact

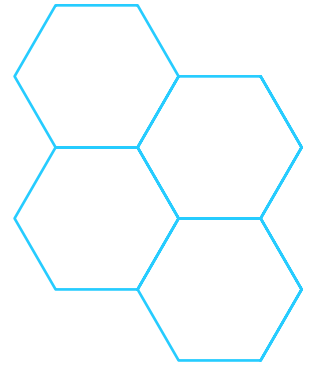
For a business with 150 employees:

- **Annual Savings on Search Time:** \$200,000+ (based on average employee salaries and time saved).
- **Reduced Legacy System Costs:** \$50,000/year.
- **Improved Retention and Productivity Gains:** Estimated at \$30,000/year in cost avoidance from lower turnover and higher efficiency.
- **Fewer Escalations and Errors:** Value of \$20,000/year in avoided rework and enhanced customer retention.

**Total Estimated Savings:** \$300,000+ per year, representing a high multiple return on investment.

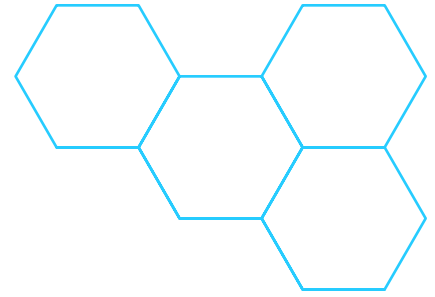


# Use Cases by Department



	Problem	Solution	Example	Source Document(s):
<b>Customer Support</b>	Delayed responses to customer queries due to scattered information.	Quickly retrieve relevant details from past tickets, contracts, and FAQs.	<b>“What was the resolution for the Williams Industries network issue last year?”</b>	<ul style="list-style-type: none"><li>• ITSM/PSA ticket logs</li><li>• Knowledgebase articles</li><li>• Customer contracts</li></ul>
<b>Sales and Marketing</b>	Inefficient data retrieval for efforts to renew contracts	Access customer profiles, product details, and past marketing outcomes.	<b>“What is the renewal date for Smith Consulting?”</b>	<ul style="list-style-type: none"><li>• CRM data</li><li>• Sales contracts and agreements</li><li>• Marketing performance reports</li></ul>
<b>Human Resources</b>	Employees lack quick access to policies and onboarding materials.	Provide instant answers to HR-related questions from internal handbooks and policies.	<b>“What is the parental leave policy for California employees?”</b>	<ul style="list-style-type: none"><li>• Employee handbooks</li><li>• HR policy documents</li><li>• HRIS system records</li></ul>
<b>Finance and Accounting</b>	Manual effort in gathering financial data for analysis.	Extract financial reports and transaction summaries with ease.	<b>“How much revenue did we generate from Alpha Premium in Q3?”</b>	<ul style="list-style-type: none"><li>• Financial reports and statements</li><li>• Accounting software</li><li>• Budgeting spreadsheets</li></ul>
<b>Supply Chain and Procurement</b>	Lack of visibility into inventory and supplier performance.	Retrieve details on inventory levels, delivery schedules, and supplier contracts.	<b>“What are the delivery terms with ABC Supplies?”</b>	<ul style="list-style-type: none"><li>• ERP inventory management records</li><li>• Supplier contracts</li><li>• Delivery schedule reports</li></ul>

# Use Cases by Department



	Problem	Solution	Example	Source Document(s):
<b>Legal Department</b>	Inefficient navigation through legal documents and contracts.	Instant access to relevant clauses, cases, or compliance requirements.	<b>“What are the indemnity clauses in our agreement with XYZ Corp?”</b>	<ul style="list-style-type: none"><li>• Legal contracts and agreements</li><li>• Regulatory compliance documents</li><li>• Case law repositories</li></ul>
<b>Training and Development</b>	Difficulty finding training resources and instructional materials.	Access training manuals, guidelines, and e-learning content instantly.	<b>Find me the onboarding guide for new IT staff?”</b>	<ul style="list-style-type: none"><li>• Training manuals and SOPs</li><li>• E-learning modules</li><li>• Company onboarding guides</li></ul>
<b>Product Management</b>	Gaps in market and user feedback data.	Retrieve insights from customer reviews, competitor analysis, and surveys.	<b>“What feedback did provide Albertson Industries about the latest feature update?”</b>	<ul style="list-style-type: none"><li>• Customer survey results</li><li>• Product feedback forms</li><li>• Competitor analysis reports</li></ul>
<b>Manufacturing</b>	Hard to find detailed answers from large volumes of information.	Directly question data stored in different reports and data sources.	<b>“How many 12” collar rings do we have in stock?”</b>	<ul style="list-style-type: none"><li>• Inventory and purchasing reports</li><li>• Warehouse data</li><li>• Supply records</li></ul>
<b>Quality Assurance</b>	Time-consuming identification of process inefficiencies.	Extract and analyze quality assurance reports to refine processes.	<b>“What were the top reported defects from last year’s product line?”</b>	<ul style="list-style-type: none"><li>• QA incident logs</li><li>• Manufacturing process reports</li><li>• Customer defect reports</li></ul>